



To: Keystone First Family of Health Plans Providers

Date: July 16, 2026

Re: NaviNet® Dispute Letter Access Update

SUMMARY: The location of **Dispute** letters in the NaviNet Provider portal has changed.

Effective July 30, 2026, providers can access **Dispute** letters in NaviNet by:

- Navigating to **Plan Central > Workflows > Patient Documents**.
 - o Use the updated location to view all dispute letters by member name.
 - o Discontinued: dispute letters will no longer be available under **Practice Documents**.

This update improves efficiency and reduces time spent searching for member-specific letters by:

- Displaying each letter clearly by member name.
- Eliminating the need to open multiple files to identify the correct member.

New to NaviNet?

If you do not have access to the NaviNet provider portal, please register at:

<https://register.navinet.net/>.

Questions

If you have questions, please contact your Provider Network Account Executive or Provider Services at **1-800-521-6007**.

Thank you for your continued partnership and for using the NaviNet Provider Portal to support efficient provider operations and care coordination.